

Los Angeles County
Board of Supervisors

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May 26, 2016

TO: Supervisor Hilda Solis, Chair
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM:  Mitchell H. Katz, M.D.
Director

**SUBJECT: ADVANCE NOTIFICATION OF INTENT TO EXTEND
SOLE SOURCE AGREEMENT NO. H-705889 WITH
NETSCOUT SYSTEMS, INC.**

Mitchell H. Katz, M.D.
Director

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This is to advise the Board that within the next six months, the Department of Health Services (DHS or Department) intends to return to the Board to request approval of an extension to an existing Sole Source Agreement, No. H-705889 with NetScout Systems, Inc. (NetScout) for the ongoing provision of maintenance and support services for existing NetScout hardware and software installed to monitor enterprise network telecommunications and applications in the DHS.

Board Policy 5.100 requires written notice of a department's intent to enter into sole source negotiations for extension of a Board-approved Agreement at least six months prior to the Agreement's expiration date. The NetScout Agreement will expire on November 12, 2016.

Background

NetScout hardware and software has been deployed throughout DHS facilities for several years and is critical to provide network management for enterprise network telecommunications and applications at DHS facilities. NetScout hardware and software is a secured Linux based solution attached to Local Area Network/Wide Area Network (LAN/WAN) interfaces to capture network packets for real time analysis, historical analysis, packet decodes, trends, and anomalies. Besides network resources, user-selected critical applications can be monitored and reported with use-specified metrics. Example of application metrics include, but are not limited to bandwidth, data packet flows, and interface/port volumes.

NetScout offers DHS network predictive monitoring services which analyze data-flows and work-flows of network devices and

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residents through direct services at
DHS facilities and through
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applications. By reporting and analyzing such information, NetScout equipment can identify irregularities and deficiencies in network resources. Once identified, NetScout equipment can predict network disruptions and send alarms to Information Technology (IT) staff and technicians to avoid prospective disruptions of critical patient data.

NetScout alarms have enabled DHS-IT staff to keep DHS networks and application resource down-times to a minimum and maximize availability of resources for critical patient care applications.

Justification

NetScout is the Original Equipment Manufacturer (OEM) and it is preferable to contract directly with the company instead of with licensed resellers in the areas of maintenance, support, and repair of its proprietary equipment and products. In addition to maintenance support and repairs, replacement of parts, system upgrades and software updates are provided by the OEM.

The extension of the agreement with NetScout will ensure that DHS continues to receive the technical support, such as:

- Live 24/7 technical support engineers;
- One-hour priority response time;
- Access to electronic incident submission and technical documentation;
- Advanced replacement or onsite repair of hardware during the term of the Agreement; and
- Continued registered access to the MasterCare portal, maintenance releases, enhancements/upgrades, corrections, fixes, and modification made to the Software provided to NetScout customers.

Without this extension to NetScout's Agreement, DHS wouldn't be able to continue maintenance and support services for its enterprise network telecommunications and applications at DHS facilities.

DHS will continue to proceed with the sole source negotiations of the Agreement extension with NetScout within two weeks from the date of this memo unless the Department is instructed otherwise by the Board.

If you have any questions, please let me know.

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c: Chief Executive Office
Executive Office, Board of Supervisors
County Counsel